



# **CALTRANS REGIONAL OPERATIONS FORUMS**

**District 10 – Altamont  
Corridor Focus**





# Welcome!

- ▶ First – we appreciate your time over the next 3 days
- ▶ Second – we hope you will:
  - ↳ Engage in discussions
  - ↳ Identify challenges for advancing TSM&O on the Altamont Corridor
  - ↳ See value of this process
  - ↳ Take away some new ideas
- ▶ Agenda recap
- ▶ Other important logistics
  - ↳ Lunch
  - ↳ Schedule





# When We Talk About TSM&O....





# Transportation System Management & Operations



# Transportation System Management & Operations





# What else comes to mind when you think about TSM&O?







# What else comes to mind when we think about TSM&O?

- ▶ Partnerships and collaboration (internal/external)
- ▶ 24/7/365
- ▶ Training, staff responsibilities
- ▶ Agency cultural shift
- ▶ Performance-driven decision making
- ▶ Allocating resources (staff, \$\$) to further TSM&O objectives
- ▶ TSM&O accounted for at all stages of project development



# The Capability Maturity Model (CMM) Process







# What are “Capabilities”

- ▶ Not just infrastructural systems
- ▶ Not just staff technical capacities (KSAs)

But -- at the entity level (agency):

- ▶ Values and norms supporting working towards common objectives
- ▶ Sustainable resources (\$, staffing)
- ▶ Technical and managerial systems
- ▶ Institutional configurations (internal, external)

All the factors that promote *continuous* improvement

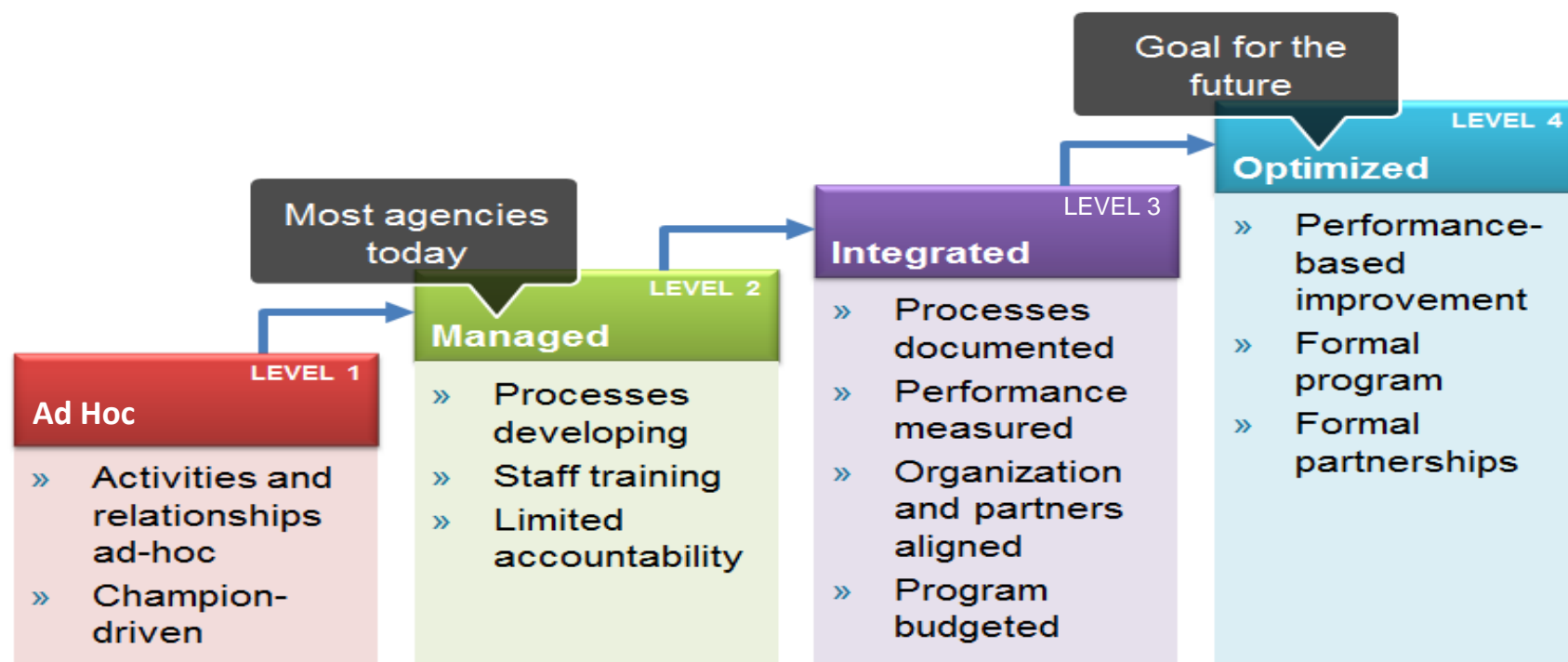


# Dimensions (Capabilities) for TSM&O

- ▶ Business Processes
- ▶ Systems and Technology
- ▶ Performance Measurement
- ▶ Staffing and Workforce
- ▶ Culture
- ▶ Collaboration



# Capability Levels







# Workshop Outcomes

## ► Implementation/Action Plan

- ↳ Based on priorities you identify
- ↳ Suggested actions and next steps
- ↳ Accountability among partners to move priorities forward

